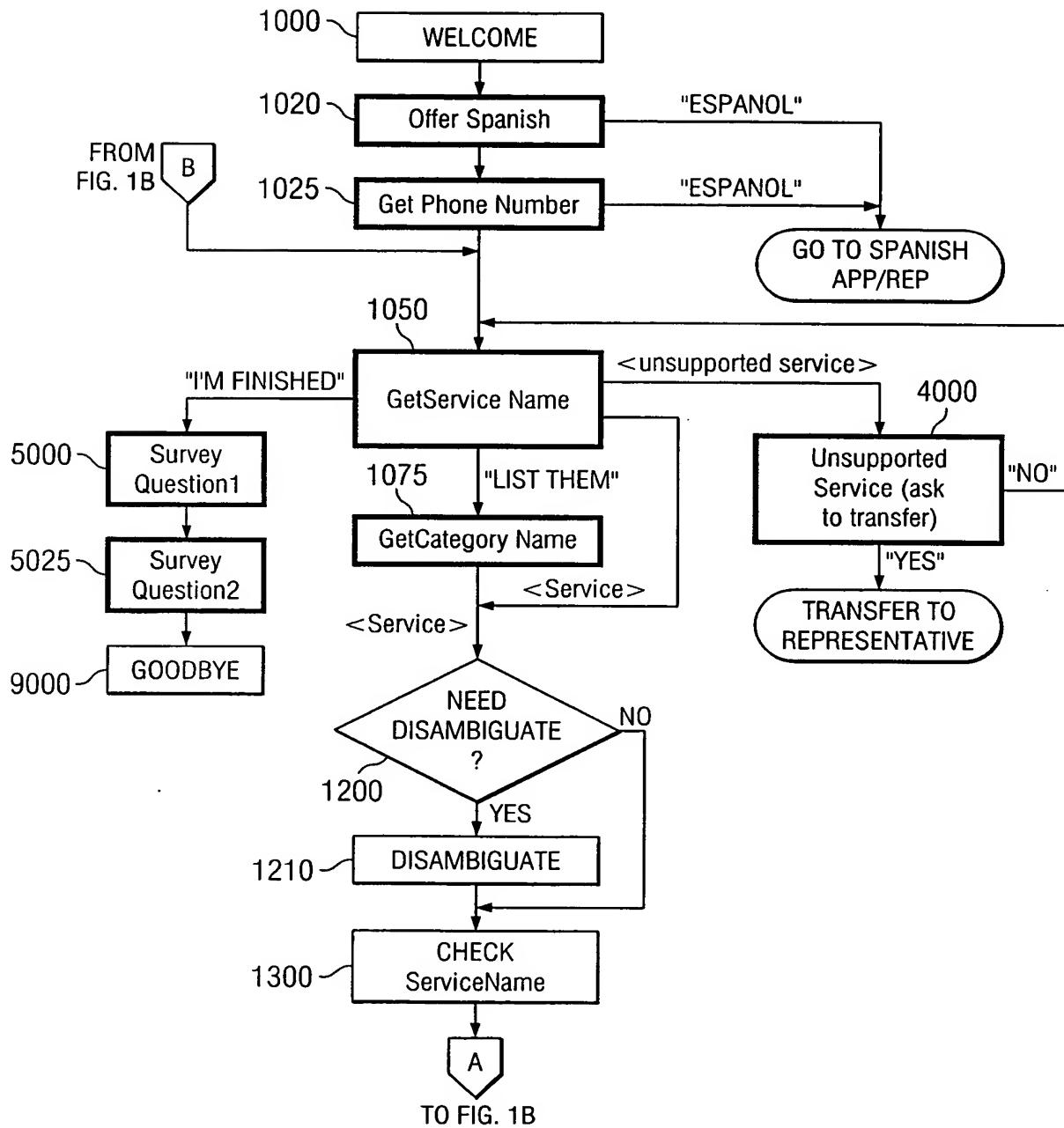


USER INTERFACE FOR "HOW TO USE"
APPLICATION OF AUTOMATED SELF
SERVICE CALL CENTER

Inventors: Benjamin A. Knott, et al.
Attorney Docket: 064198.0189
(LB1035)

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FIG. 1A



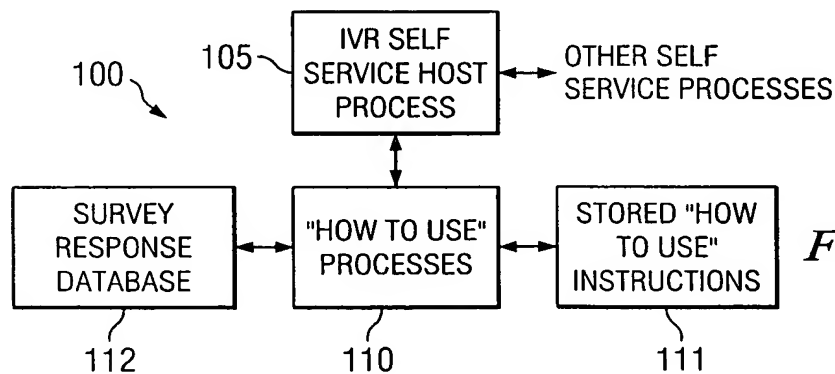
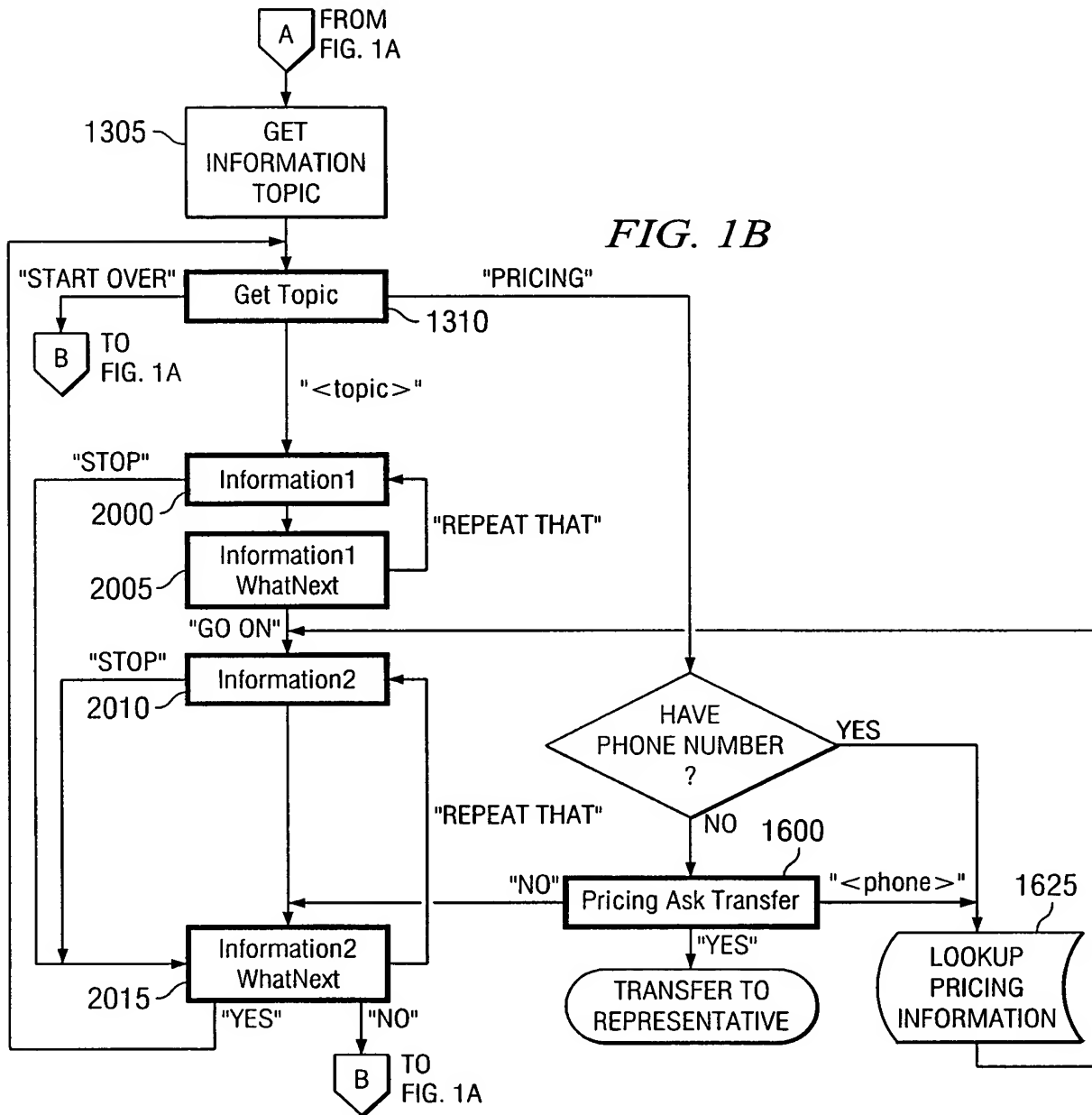
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FIG. 3

